



New Volunteers One-Day Onboarding Program

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1. Governance

- a. Carver governance model (policy governance)
- b. Board roles
 - i. Board, Associate Board, Emeritus
 - ii. Officers
 - iii. Supervisory committee
 - iv. Advisory Committees/mergers
- c. Committees: HR/board recruitment, CEO Relations, Governance
- d. Bylaws, charter
- e. Annual meeting of the members
- f. Annually
 - i. Acknowledgement of policy
 - 1. Conflict of interest
 - 2. No harassment
 - 3. Zero tolerance of workplace violence
 - 4. Code of ethics
 - 5. Gift
 - 6. Fraud
 - 7. Privacy/confidentially
 - 8. Social networks
 - ii. Required Training
 - 1. Bank Secrecy Act – BSA (via BVS online)
 - 2. Asset-Liability Management – ALM
 - 3. Cyber Security
 - 4. Security Awareness (via BVS online)
 - 5. Fiduciary Responsibility

2. CEO Oversight

The only employee the board directly manages.

- a. Annual performance review
 - i. CEO performance goals
 - ii. Financial oversight – CEO's financial stewardship / fiscal responsibility, budgets
- b. Compensation
- c. Succession Planning

3. Fiduciary & Risk Oversight

Responsibilities of the Board vs Supervisory Committee vs Management

- a. Understanding
 - i. Balance sheet
 - ii. Income statement

- iii. Asset Liability Mgmt
 - iv. Budget – high level
 - v. Audits
 - vi. Key metrics to watch to ensure your credit union is financially sound and stable.
 - a. Mike Higgins scorecard
- b. Appointing Supervisory Committee members

4. History and Structure of Credit Unions in the United States

- a. National Credit Union Administration
- b. Industry (including trades)
- c. Not-for-profit, cooperative; differences from banks
- d. Trends
 - i. Number and size of credit unions
 - ii. Charter types – Federal vs. State; Community, Multi-common Bond (MCB), Low Income
 - 1. MCB – adding and maintaining SEGs

5. First Commonwealth Federal Credit Union

- a. Trends
- b. MVV
- c. Strategic plan and planning (including budget)
- d. Major functional areas: Member experience/Customer Support, Lending & Payments, Technology/Projects, Accounting/Finance, Compliance & Audit, HR, Strategy, Marketing, Administration / Board Liaison
- e. Our Membership: who are they, what are their needs
- f. Advocacy for members - our role as an FCFCU Board member

6. WeThrive Foundation and Community Outreach

- a. Mission/goals, impact to members
- b. Current initiatives and success stories